

## Electronic Acknowledgement Receipt

|   |                                       |
|---|---------------------------------------|
| <b>EFS ID:</b>                              | 2609299                               |
| <b>Application Number:</b>                  | 10507102                              |
| <b>International Application Number:</b>    |                                       |
| <b>Confirmation Number:</b>                 | 2041                                  |
| <b>Title of Invention:</b>                  | Method for operating a call-centre    |
| <b>First Named Inventor/Applicant Name:</b> | Helmut Kunkel                         |
| <b>Customer Number:</b>                     | 1444                                  |
| <b>Filer:</b>                               | Roger Lowen Browdy/Sharnita Davenport |
| <b>Filer Authorized By:</b>                 | Roger Lowen Browdy                    |
| <b>Attorney Docket Number:</b>              | KUNKEL1                               |
| <b>Receipt Date:</b>                        | 18-DEC-2007                           |
| <b>Filing Date:</b>                         | 11-APR-2005                           |
| <b>Time Stamp:</b>                          | 17:40:16                              |
| <b>Application Type:</b>                    | U.S. National Stage under 35 USC 371  |

### Payment information:

|                        |    |
|------------------------|----|
| Submitted with Payment | no |
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### File Listing:

| Document Number | Document Description | File Name         | File Size(Bytes) /Message Digest                      | Multi Part /zip | Pages (if appl.) |
|-----------------|----------------------|-------------------|---|-----------------|------------------|
| 1               |                      | 2007-12-18AMD.pdf | 694200<br>b1d579d3b6642bd21994465c1c990d7<br>463e6493 | yes             | 9                |

| Multipart Description/PDF files in .zip description |       |     |  |
|---|-------|-----|--|
| Document Description                                | Start | End |  |
| Miscellaneous Incoming Letter                       | 1     | 1   |  |
| Amendment - After Non-Final Rejection               | 2     | 2   |  |
| Specification                                       | 3     | 3   |  |
| Claims  | 4     | 5   |  |
| Applicant Arguments/Remarks Made in an Amendment    | 6     | 9   |  |

**Warnings:**

**Information:**

|                              |        |
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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.